



Complaints and Appeals

Regulation and Standards	National Code 2018 Standard 8
Policy	<p>The College is committed to a transparent, fair and equitable complaints and appeals system for all stakeholders. At the time of enrolment, the complaints, relevant procedure and appeals policy will be outlined to the students.</p> <p>This is seen as an opportunity for improvement and with prompt, objective, sensitive handling can prevent the complaint from recurring.</p>
Procedure	<p>Verbal or informal complaints can be discussed with the teacher and resolved. The teacher discusses this with the DOS and explains what the complaint and resolution entailed.</p> <p>If the complaint is not resolved, the student completes a <i>Complaints and Appeals Form</i> and hands it to reception or emails it to the DOS. The DOS forwards all formal complaints to the DIRECTOR.</p> <p>Once submitted the formal complaints procedure is initiated within 10 working days. The college tries to complete the process as soon as practicable. Complaints are investigated fairly and objectively, with details provided in writing to the complainant. The details will state the outcome and the reasons for the decisions made.</p> <p>A copy of all documentation and communication is placed in the student's folder.</p> <p>Where the resolution requires a change to policy and procedure, the DOS will ensure that the procedure for document change is followed with the appropriate records completed.</p> <p>Where a complaint is valid and substantiated the college will take immediate action to resolve the issue and will confirm this with the student immediately.</p> <p>If the student chooses to enter the complaints and appeals process, the college will maintain the student's enrolment while the process is ongoing.</p> <p>Where a complaint cannot be resolved internally, POLLARD ENGLISH will refer the student to an external agency (please refer below for more information regarding external agency). There will be no cost to the student for this referral.</p> <p>Steps for Students</p> <ul style="list-style-type: none">▪ The student should firstly discuss the matter with their teacher. If they are still not satisfied, the student may then have the matter referred to the DIRECTOR or his representative for consideration.▪ The student must complete the Complaints and Appeals form ensuring that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.▪ The DIRECTOR or his representative will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the



student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.

- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s). Meeting minutes and appropriate notes will be taken during all meetings. (CRICOS Standard 8.1)
- The DIRECTOR or his representative will discuss the circumstances with the teacher or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has a further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if internal appeal process results in an outcome that supports the student, the College will take appropriate steps and will keep student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, or if student is dissatisfied with college decision, they may access external appeals at no cost to them for this referral' (refer to external agency section for more details regarding this). (CRICOS Standards 8.2 and 8.3)
- If external appeal process results in an outcome that supports the student, POLLARD ENGLISH will take the appropriate steps and will keep student informed about the course of action in this regard. (CRICOS Standard 8.5)
- POLLARD ENGLISH will maintain the student 's enrolment whilst the complaints and appeals process is ongoing. (CRICOS Standard 8.4)

Assessment related matters

If the student has been advised that they are Not Competent, but they believe that:

- they genuinely do have the required degree of competency; and
- that they have provided reasonable proof of this to Pollard English.
- The process is quite simple and is allowed by the College to ensure that all students are fully satisfied with the fairness and accuracy of our assessment processes.
- The student should firstly discuss the matter with their teacher. If they are still not satisfied, the student may then have the matter referred to the DIRECTOR and/or Director of Studies for consideration.
- The student must complete the Complaints and Appeals form and ensure that they provide sufficient details about themselves and the course, and the circumstances surrounding the concern, complaint or appeal, who was involved, any appropriate evidence and witnesses etc.
- The DIRECTOR and/or Director of Studies will contact the student within 24 hours to confirm receipt of this form and to schedule a formal face-to-face meeting with the



student. This meeting will take place within 5 working days or earlier from the date of receipt of the complaint or appeal application.

- The student will also be given an option to be accompanied or assisted by a support person during this or any other meetings relating to the matter(s).
- The DIRECTOR and/or the Director of Studies will discuss the circumstances with the teacher or any other staff member and make an informed decision.
- The student will be contacted with the result within 10 working days from the lodgement of Complaint or Appeal form, the student has further 5 working days to respond to a formal decision.
- A written statement of the appeal outcome, including reasons for the decision will also be documented and provided to student via email or face-to-face.
- A record of this written statement will also be filed in the student admin folder. Furthermore, if the internal appeal process results in an outcome that supports the student, POLLARD ENGLISH will take appropriate steps and will keep the student informed about the course of action in this regard.
- Where a complaint, concern, or appeal cannot be resolved through discussion and conciliation, POLLARD ENGLISH acknowledges the need for a student to go for an external appeal process (refer to external agency section for more details regarding this).
- If external appeal process results in an outcome that supports the student, POLLARD ENGLISH will take appropriate steps and will keep student informed about the course of action in this regard.
- POLLARD ENGLISH will maintain the student 's enrolment whilst the complaints and appeals process is ongoing.

Note: POLLARD ENGLISH will accept an appeal against an assessment decision for a period of no longer than 2 months after the assessment decision date.

External Complaint and Appeal

If a student is not happy with the internal appeal outcome the college will refer them to the Overseas Students Ombudsman (OSO). The OSO helps international/overseas students and investigates complaints about problems that overseas student s or intending overseas students may have with private education and training in Australia.

The table below provides more information about Ombudsman and its services:

Description	Web link
About Overseas Students Ombudsman (OSO)	http://www.oso.gov.au/about-us/
Making a complaint	http://www.oso.gov.au/making-a-complaint/
More information regarding Overseas Students	http://www.oso.gov.au/overseas-student/s/



More information regarding Private Education Providers	http://www.oso.gov.au/private-education-providers/
Frequently asked questions	http://www.oso.gov.au/frequently-asked-questions/
Description	Web link
Ombudsman contact us email	Email: ombudsman@ombudsman.gov.au
Phone	1300 362 072* within Australia Outside Australia call +61 2 6276 0111
Fax	02 6276 0123 within Australia Outside Australia +61 2 6276 0123
Postal	GPO Box 442 Canberra ACT 2601
Student enquiry time	9:00am to 5:00pm Monday to Friday, Australian Eastern Standard Time (Australian Eastern Daylight Time when daylight savings is in effect)
Ombudsman online complaint form	https://forms.business.gov.au/aba/ombudsman/overseas-student-s-ombudsman-complaint-form

Furthermore, provided below are a list of contacts that students may approach if they feel that POLLARD ENGLISH has not handled or dealt with their complaint as per their expectations:

Description	Web link
NSW - Fair Trading	http://www.fairtrading.nsw.gov.au/
ACT – Office of Regulatory Services	http://www.ors.act.gov.au/
NT – Consumers Affairs	http://www.consumeraffairs.nt.gov.au/Pages/default.aspx
QLD – Office of Fair Trading	http://www.fairtrading.qld.gov.au/
SA – Consumer and Business Services	http://www.cbs.sa.gov.au/wcm/
TAS – Consumer Affairs and Fair Trading	http://www.consumer.tas.gov.au/
VIC – Consumer Affairs	http://www.consumer.vic.gov.au/
WA – Department of Commerce	http://www.commerce.wa.gov.au/consumerprotection/

Note:

1. If students want to make a complaint in their language, they can call the Translating and Interpreting Service (TIS) on 131 450 or visit the following link
<http://www.oso.gov.au/publications-and-media/brochures/>



2. There will be no cost to the student for this referral.
3. POLLARD ENGLISH will maintain student's enrolment until the internal or external appeal process is ongoing. Students are strongly advised that they do come to class during this process and thereby maintain their attendance and course progress requirements.
4. ***The availability of this complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws.***

Record keeping

POLLARD ENGLISH will file records of all informal and formal complaints and appeal in the following compliance folders:

- Complaints – Complaints compliance folder
- Appeals – Appeals compliance folder

Directive:

- All prospective students will be provided with a copy of the Complaints and Appeals Policy and Procedure document (Student Handbook).
- All complaints, concerns, or appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution.
- All parties will have a clear understanding of the steps involved in the complaints/concerns and appeals procedure.
- Current students are provided with details of external authorities they can approach if they are not satisfied with college's decision.
- All complaints/concerns and appeals will be managed fairly and equitably and as efficiently as possible.
- All complaints/concerns and appeals and outcomes will be documented in writing.
- Any parties may be accompanied and assisted by a support person at relevant meetings.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, POLLARD ENGLISH will immediately implement any decision and/or corrective and preventative action required.
- Where an international student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting Pollard English, that they will notify the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress or not meeting attendance requirements as soon as practicable.

Reviewed	Annually
Version	0.1